

Fastest Rising Complaints by Category for Nursing Facilities FFY 1996-2001*

Complaint Categories			1996			1997			1998			1999			2000			2001		
	Total	%	Rank																	
Group See Table B-1 for Codes	144,680			157,380			163,540			172,662			186,234			209,633				
C. 17 Appeal process-absent, not followed	137	0.09%	113	167	0.11%	113	199	0.12%	103	195	0.11%	105	206	0.11%	105	271	0.13%	98		
C. 20 Discrim. in admission due to condition	255	0.18%	97	250	0.16%	101	242	0.15%	96	277	0.16%	95	284	0.15%	96	653	0.31%	80		
F. 50 Tubes-neglect of catheter, NG tube	423	0.29%	79	458	0.29%	85	584	0.36%	74	618	0.36%	73	700	0.38%	69	764	0.36%	70		
G. 59 Vision and hearing	322	0.22%	89	415	0.26%	89	505	0.31%	79	690	0.40%	65	749	0.40%	65	807	0.38%	64		
J. 70 Fluid availability /hydration	1,122	0.78%	44	1,282	0.81%	41	1,457	0.89%	39	1,655	0.96%	35	2,219	1.19%	27	2,531	1.21%	26		
J. 74 Therapeutic diet	516	0.36%	76	553	0.35%	74	600	0.37%	72	675	0.39%	67	831	0.45%	59	896	0.43%	58		
K. 81 Infection control	562	0.39%	71	964	0.61%	53	785	0.48%	60	889	0.51%	54	1,074	0.58%	47	1,464	0.70%	44		
L. 90 Inadequate record-keeping	419	0.29%	81	386	0.25%	92	404	0.25%	84	530	0.31%	82	532	0.29%	80	784	0.37%	68		
L. 91 Insufficient funds to operate	70	0.05%	121	83	0.05%	123	33	0.02%	127	51	0.03%	123	99	0.05%	120	178	0.08%	108		
M. 99 Staff turn-over, overuse of nursing pools	330	0.23%	88	529	0.34%	77	642	0.39%	69	759	0.44%	62	1,015	0.55%	50	836	0.40%	61		
N. 105 Decertification/closure	52	0.04%	125	66	0.04%	126	37	0.02%	126	48	0.03%	124	194	0.10%	107	109	0.05%	117		
P. 126 Protective Service Agency	151	0.10%	109	168	0.11%	112	185	0.11%	107	228	0.13%	99	298	0.16%	94	346	0.17%	92		

*Categories were selected for this table if their average change in rank as determined by least squares method was in the top 10 from 1997 to 2001 or from 1996 to 2001.